# International inquiries – Application updated for U.S. customers

*May 28, 2019* — The Postal Service has updated its international inquiries online application to better serve customers.

U.S. customers who are registered usps.com users may now file an international inquiry regarding their lost or damaged packages. If the result of the inquiry is claim-eligible, an international claim will be initiated automatically.

The update changed the [***international inquiries online application on usps.com***](https://www.usps.com/help/claims.htm#international) so it requires users to upload their “evidence of mailing” and “evidence of value” documentation during the inquiry process.

This improves the process for customers because they won’t have to wait to receive an international claims packet via mail, to be completed and returned with supporting documentation.

Additionally, customers may check the status of their inquiries and claims online 24 hours a day, seven days a week.

“This update simplifies the process for international inquiries and claims for customers and provides USPS with operational efficiencies,” said Jolene Hahn, an alliance integration and support marketing specialist at Postal Service headquarters in Washington, DC.

“It adds convenience for our customers by reducing the time frame for claim adjudication as well as adding the convenience of checking the status of their claim online,” Hahn said.